

Specialized Non-Emergency Transportation Key Contacts Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday–Friday		
Topic	Contact	Information Available
Claims (Medicaid)	Claims Processing Unit P.O. Box 8000 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • Send paper claims to this address. • Call for answers to claims questions.
Client Eligibility		<ul style="list-style-type: none"> • See <i>Eligibility</i> in the <i>Key Contacts</i>.
Passport Client Information	Passport to Health P.O. Box 254 Helena, MT 59624-0254 Medicaid/HMK <i>Plus</i> Client Help Line Phone: (800) 362-8312 In- and out-of-state	<ul style="list-style-type: none"> • Clients who have general Medicaid questions may call the Client Help Line.
Passport Provider Information	Passport to Health P.O. Box 254 Helena, MT 59624-0254 Medicaid Provider Help Line Phone: (800) 624-3958 In- and out-of-state	<ul style="list-style-type: none"> • For answers to any Passport-related questions. • To enroll as a Passport provider.
Policy Questions	Jan Paulsen Medicaid Services Bureau 1400 Broadway P.O. Box 202951 Helena, MT 59620-2951 Phone: (406) 444-4189 In- and out-of-state Fax: (406) 444-1861 E-mail: jpaulsen@mt.gov	<ul style="list-style-type: none"> • See also <i>Policy Information</i> in <i>Key Contacts</i>.
Prior Authorization	Mountain-Pacific Quality Health Medicaid Transportation 3404 Cooney Drive Helena, MT 59602 Phone: (800) 292-7114 Fax: (800) 291-7791	<ul style="list-style-type: none"> • Prior authorization required for schedule transport.
Provider Enrollment	Provider Enrollment Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • To enroll as a Montana Medicaid provider.

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Provider Relations	Provider Relations Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> For questions about claims, EDI, eligibility, payments, and denials, or to request billing instructions, call or write. Billing instructions, manuals, forms, and fee schedules are also available on the Provider Information website.
Restricted Client Authorization	Surveillance/Utilization Review Section (SURS) P.O. Box 202953 Helena, MT 59620 Phone: (406) 444-4167 In- and out-of-state	<ul style="list-style-type: none"> For authorization for emergency services provided for restricted clients, contact SURS. All other services must be authorized by the client's designated provider. See <i>Authorization, Prior and Restricted</i> in the <i>Key Contacts</i> list for other authorization information.
Team Care	Michael Huntly Managed Care Bureau DPHHS P.O. Box 202951 Helena, MT 59620-2951 Phone: (406) 444-9673 In- and out-of-state E-mail: mhuntly@mt.gov	<ul style="list-style-type: none"> For more information on the Team Care program, consult the <i>General Information for Providers</i> manual, <i>Passport</i> and <i>Prior Authorization</i> chapters.
Third Party Liability	Third Party Liability Unit P.O. Box 5838 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> For answers to questions about private insurance, Medicare or other third party liability.